



SIGNAL online 2005

Archives

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The introductory page for the Southern Ontario Library Service is www.sols.org. From that page, you can move to any other pages created by staff at the Southern Ontario Library Service, as well as to links to resources and professional information.

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1. INVITATION TO CLIENT LIBRARIES - CONSULTATION PROCESS RE SOLS BUDGET CUT

Southern Ontario Library Service (SOLS) and Ontario Library Service - North (OLS-N) recently received notice of a budget cut from the Ontario Ministry of Culture. The cut is \$700,000 in this fiscal year, representing between a 14% and 15% cut. SOLS' share of this amount is \$462,000.

Since this cut comes in year, with our first quarter already past, balancing our budget will take several strategies, some one-time and others permanent. The initial decisions of permanent cuts were announced on July 7 and totalled annualized savings of approximately \$230,000, or 50% of what we need to find. In order to find the remaining permanent savings, we are

engaging in a consultation process with our client libraries.

Please accept this invitation to participate in the consultation process. While some of the sessions have already taken place, there is one remaining session from the previously scheduled one:

- Friday, July 29, 10:00 a.m. to 1:00 p.m., Ottawa Public Library - Stittsville branch

SOLS is adding **another location** for its Consultation Process re SOLS Budget Cut. It will be held on Tuesday, August 2 at the Clearview Public Library-Stayner Branch at 201 Huron Street between 10:00 a.m. and 12:00 p.m. The phone number at the branch is 705-428-3595. This location was added because, while we have had good representation from our larger and county libraries, attendance from our smaller libraries has been low. To date, only 18 of 107 small libraries have registered at the sessions. While we appreciate that notice for these meetings has been short and the summer vacation season is upon us, we are working under pressure from the Ministry to implement this 15% cut mid year with no notice. So if at all possible, please make your views known by attending this session.

For the Stayner location only, we ask that you register by contacting Barbara Franchetto by email bfranchetto@sols.org. For the Ottawa location, please register by contacting Sue Walls by email swalls@sols.org or by phone at 416-961-1669 extension 5105. If your library wishes to be represented both by the CEO and a board member, please include both names. We are concerned about space limitations and want to accommodate as many libraries as possible. If we find we cannot accommodate both registrations from a library, we will contact you.

To prepare for this session, please review SOLS' Service Plan for 2004-2007 entitled *Stronger Libraries Stronger Communities*. It was distributed in print to all libraries and Trustee Council members last fall. Other helpful documentation may be found under Reports.

The consultation process will be led by Laurey Gillies, CEO of SOLS. Susannah Ketchum, SOLS Chair, will also participate in all sessions. Other SOLS' Board members will be present at various sessions.

We sincerely apologize for the short notice of this invitation.

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2. INFO DATABASE

The INFO Union Catalogue will be updated over the coming months. In preparation for this, we would like to update our contact information for libraries that will be submitting records for inclusion in the 2005 INFO Union Catalogue.

Please take the time to fill in a short form that has been posted in the 'Resource Sharing' section of the SOLS website at <http://www.sols.org/resourcesharing/INFO/db/2005INFOContact.htm>

You may fill it in more than once if there are other staff (i.e. technical, department heads, etc.) that will want to see the announcements regarding this project. The deadline for completion of the form is **Friday, August 5, 2005**.

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3. SUPPORT CONSOLIDATION FOR INFO LIBRARIES FOR HELPDESK SERVICES AND MEDIATED INTERLIBRARY LOAN SUPPORT

Southern Ontario Library Service and Ontario Library Service-North are working together to

consolidate support in service areas common to all Ontario public libraries. One of these is the INFO Interlibrary Loan system. Support for INFO-related matters, as described here, will be provided by Southern Ontario Library Service staff in the Toronto office. **This will take effect on Tuesday, July 19, 2005.** A longer version of this message was also sent out on the ILL Administration listserv.

a) HelpDesk Services - INFO libraries in both SOLS and OLS-N service areas will be supported by SOLS HelpDesk for INFO operational needs in the areas of VDX issues (e.g. VDX network problems, browser configuration, z39.50 target implementation) and for the **INFO union database** (e.g. procedural instructions for annual build, support with FTP of data files, if required, and confirmation of submission process).

HelpDesk support has the following exceptions:

Exception 1: Hardware issues (computer, printers, etc.) and virus cleanup - As with SOLS libraries, if OLS-N libraries have support issues for hardware or virus cleanup that are not readily answered by SOLS HelpDesk staff, the call will be referred to 24/7 TekDesk for resolution.

Exception 2: Internet Connectivity - All libraries should seek support directly from their ISP for connectivity issues. This includes setup and problems relating to receiving/sending of email.

The contact information for HelpDesk support is as follows:

Telephone: 1-800-387-5765, press 4

Email: helpdesk@sols.org or fill in an online query form on the HelpDesk section of the SOLS website at <http://www.sols.org/resourcesharing/helpdesk/index.htm>

b) Mediated Interlibrary Loan Support - INFO libraries in both SOLS and OLS-N service areas will be supported by the SOLS ILL Unit for mediated interlibrary loan in two categories.

Mediation for 3rd party offline requests - Requests from small libraries not using full VDX functionality can be directed to the SOLS Toronto office for processing by ILL Unit staff. Requests may be sent by fax or email (preferred method). Guidelines and procedures for this process are described in **SOLS Interlibrary Loan: A Guide for Offline Libraries** published on the SOLS website at <http://www.sols.org/resourcesharing/INFO/policies/offlineguide.htm>

Mediation for "beyond INFO" requests - Requests that can not be satisfied by either any public library in Ontario that is a responder in the VDX network (requesting library has performed a thorough search of INFO and all targets) or the collection at Library and Archives Canada (OONL) (requesting library has searched AMICUS within VDX to determine if OONL has a lending copy)

The contact information for mediated interlibrary loan is as follows:

Telephone: Linda Langedijk at 1-800-387-5765, extension. 5113

Email: illstor@sols.org

Website: <http://www.sols.org/resourcesharing/INFO/index.htm>

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4. SOLS TRAINING WORKSHOPS IN FALL 2005 – Registration opens Monday, August 8, 2005

Training information is available at <http://www.sols.org/training/workshops/index.html>. This will take you to electronic registration forms and maps for all training. Registration opens on Monday, August 8, 2005.

Workshop No.1 - "Community Outreach: The library and its community"

The library's raison d'être is to provide the best service possible to its community. Yet to be a dynamic, involved service provider it is not enough to open the doors and wait for your community to find you. You must reach out, connect and facilitate a communication process that allows you to be the first place of contact for all community issues. You must be creative and proactive and be a customer-focused organization that encourages partnerships within your community that will work in unison for the greatest mutual benefit. Key topics will include:

- Creating the case for community outreach
- The community outreach portfolio
- Connecting with your community and creating partnerships
- Programming as outreach
- Outreach and advocacy
- A progressive model or starting small

Workshop Locations and Dates:

Whitby Public Library, Tuesday, September 20, 2005, from 1pm to 4pm
 Barrie Public Library, Thursday, September 22, 2005, from 1pm to 4pm
 Grimsby Public Library – The Gallery, Wednesday, October 26, 2005, from 1pm to 4pm
 Woodstock Public Library, Tuesday, November 15, 2005, from 1pm to 4pm

Workshop No. 2 - "Murder in the Stacks"

Are you mystified by mysteries? Are crime books a conundrum to you? [Title of workshop] will provide clues to what this popular genre is all about. The workshop covers the definition of mystery and crime books and what accounts for their popularity; sub-genres and their authors; sources of online, print, and other information for both upcoming and older books; current and anticipated trends; and which new authors are similar to older authors COLOR="#ff0000">. >Learn about the works of North American and British authors. There will also be suggestions of how Crime Writers of Canada, the professional association of Canadian crime and mystery authors, can help you "market" Canadian crime books and their authors.

Workshop Locations and Dates:

L.E. Shore Public Library [Thornbury], Tuesday, September 27, 2005 from 1pm to 4pm
 Oshawa Public Library, Northview Branch, Thursday, September 29, 2005 from 1pm to 4pm
 Ottawa Public Library, Carp Branch, Friday, September 30, 2005 from 10am to 1pm
 London Public Library, Masonville Branch, Friday, October 7, 2005 from 1pm to 4pm

Workshop No.3 - "Managing Stress in the workplace: Resiliency skills for you and your staff"

Developing resiliency skills benefits everyone, even managers! Productivity increases, communications are smoother, conflicts are reduced, calories are lost, stress levels fall and teamwork takes off! This session will help you to develop your personal resilience skills and help you create an environment where your staff can more effectively handle working in this age of "permanent white waters" with its ever increasing workload and rate of change.

Workshop Locations and Dates:

Ajax Public Library, Main, Tuesday, October 4, 2005 from noon to 4pm
 Brampton Public Library, Main, Thursday, October 13, 2005 from noon to 4pm
 London Public Library, Masonville Branch, Friday, October 14, 2005 from 9:30am to 1:30pm

Workshop No.4 - "Service to Teens in Public Libraries"

This will be an interactive workshop, covering many aspects of teen services librarianship, including adolescent development, advisory groups, collections, booktalking, intellectual freedom, programming and behaviour management. In this workshop, among other topics, our presenter will speak to teen services philosophy and staff training, provide a profile of adolescents, and discuss collection development trends and teen programming examples from Toronto and Pickering Public Libraries. This workshop will be of interest to libraries building their teen services or to library staff currently responsible for teen services.

Workshop Locations and Dates:

Whitby Public Library, Monday, October 24, 2005 from 10am to 4pm
 Barrie Public Library, Main, Monday, November 7, 2005 from 10am to 4pm
 Ottawa Public Library, Stittsville Branch, Monday, November 21, 2005 from 10am to 4pm
 Huron County Public Library, Wingham Branch, Monday, November 28, 2005 from 10am to 4pm

Workshop No.5 -**"Know Where You Are: Understanding your library's current reality by means of a Situational Analysis"**

It is important for public libraries to periodically undertake an analysis of their current situation with regards to the development and delivery of library service. While sometimes referred to as a needs assessment, this work of investigating in order to understand the library's current situation is also known as a Situational Analysis. A Situational Analysis results in a collective understanding of the current reality, on the part of Board and staff. This collective understanding is a crucial step in any formal planning process, and is a worthwhile activity in its own right. This workshop will present an approach to conducting a broad-based Situational Analysis that includes gathering and making sense of information on the library's current programs and services, the library's mission and values, the community served by the library, feedback from current library users, and forces from the external environment. Participants will be given the opportunity to consider appropriate methodologies from a variety of tools, offering varying degrees of complexity.

Workshop Locations and Dates:

Ramara Township Public Library, Atherley Branch, Thursday, November 10, 2005 from 1pm to 4pm
 Cobourg Public Library, Thursday, November 17, 2005 from 1pm to 4pm
 North Grenville Public Library, Friday, November 18, 2005 from 1pm to 4pm
 St. Catharines Public Library, Tuesday, November 22, 2005 from 1pm to 4pm
 Stratford Public Library, Friday, November 25, 2005 from 1pm to 4pm

Workshop No.6 -**"Opening Doors to Children: Reading, Media and Public Library Use by Children in Six Canadian Cities - A presentation of the research and discussion of the implications for library services to children"**

Our presenter, Ken Setterington, Children and Youth Advocate for Library Services and Opening Doors to Children: Reading, Media and Public Library Use By Children in Six

Canadian Cities, will present an overview of the findings from this in-depth study of library services to children. Following the presentation, Ken will conduct a discussion of possible implications for library services. Armed with current research, how do we adapt our current services? What strategies could be developed to enhance class visits, collection development, library websites and library promotion? What can we do to enhance boy's enjoyment of the library? If children come to the library with adults – where should we put our marketing efforts? How do we empower children on a regular basis? These are just a few of the questions that will be discussed.

Workshop Locations and Dates:

Thursday, November 10, 2005, 1pm to 4pm, London Public Library - Masonville branch
 Thursday, November 17, 2005, 1pm to 4pm, Barrie Public Library - Main
 Thursday, December 8, 2005, 1pm to 4pm, Clarington Public Library - Bowmanville branch

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5. EXCEL REGISTRATION - *Registration deadline - Monday, August 29, 2005*

EXCEL is a unique training program in managing a small public library or a community branch library that has been supported by the Ontario Library Service for more than 14 years. Over 480 people have completed the program. This program could be of interest to you because it is specifically designed for public library staff or volunteers who have little or no formal library training. You can either take the entire program of 10 courses, or complete individual courses that might interest you. Once registered, you would receive course material and work with a tutor via telephone or e-mail on the material. The cost per course is \$145 plus GST. EXCEL is offered in both English and French.

This fall, the following courses will be offered in English:

- #1 - *Introduction to Public Libraries*
- #2 - *Basic Library Management (revised)*
- #3 - *Supervision (revised)*
- #4 - *Information Services*
- #6 - *Basic Collection Development*
- #10 - *Acquisitions and Serials*
- #13 - *Circulation*
- #14 - *Non-book materials*
- #16 - *Professional Development (web-based)*

The following courses will be offered in French:

- 1 - *Introduction aux bibliothèques publiques*
- 2 - *Principes d'administration d'une bibliothèque (révisé)*
- 4 - *Services de référence et d'information*
- 6 - *Principes de base du développement des collections (révisé)*
- 9 - *Développement des collections pour adultes*

The registration deadline is **Monday, August 29, 2005**. The course material will be shipped to students beginning on Tuesday, September 6, 2005, with the semester commencing **Monday, September 19, 2005**.

More information about the program, and a registration form, is posted at
http://www.sols.org/librarydev/training/excel/about_en.htm

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6. TD SUMMER READING PROGRAM

All of the materials have now been distributed – that includes the official TD Summer Reading booklets, posters, and stickers, as well as the materials from the Canadian Space Agency. At this point in the program, be sure to check the requirements for the **Statistics and Evaluation form** that have been posted on the Official "Blast Off" website, as posted by Library and Archives Canada at <http://www.td-club-td.ca/009003-500-e.html>. The form has been posted for your information, and the interactive form that will need to be submitted, will be "live" in August. Individual library branches are asked to provide their evaluation responses to their main branch or HQ so that **each library system** fills out a unique Online Statistics and Evaluation Form on the TD Summer Reading Club official website. This year, all of the statistical and evaluative information will be sent online to Library and Archives Canada, rather than to SOLS.

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7. SOLS CEO LISTSERV

SOLS maintains a list of all the e-mail addresses for SOLS CEOs. It is this list that is used to distribute *Signal*. Several times through the month, you may also receive other messages from SOLS. This month, the following messages were sent:

- On July 18th, Laurey Gillies sent a message about the operating grant to SOLS. More information is included in this issue of *Signal*.

If you did not receive these messages, and would like further information, please contact the SOLS HelpDesk at 1-800-387-5765, ext. 4, or by e-mail to helpdesk@sols.org

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8. SOLS IN THE COMMUNITY

Patty Lawlor, First Nations Consultant, will serve as co-convenor of the CLA's Interest Group on Library and Information Needs of Native People for the 2005-2007 term. She shares the responsibility with Deborah Pelletier, Manager, Aboriginal Heritage Initiatives, Strategic Office, Library and Archives Canada.

Patty has been selected as one of the Canadian speakers to present papers at the Fourth International Indigenous Librarians' Forum (IILF). The Forum occurs bi-annually and encourages opportunities to create an ongoing interface through which indigenous librarians can continue to share information, contribute to developing solutions to common concerns, and affirm the history, knowledge and values of indigenous populations. The Forum takes place bi-annually. Previous host countries were New Zealand, Sweden and the United States. In 2005, the host country is Canada. The Forum will take place in Regina, Saskatchewan in September. Patty's topic is "Our Way Forward: Developing Public Library Service in First Nation Communities in Ontario, Canada." For more information about the IILF, visit: <http://www.4iilf.org/>

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9. NEW SOLS BOARD MEMBER

As mentioned earlier, there are several new members on the SOLS board. The biography of one new member is included here:

Sandy French, Halton Hills, Escarpment Trustee Council. Sandy has been involved with his local libraries from an early age. Having drifted away from the library after finishing his education (Electronics Engineering Technician), he returned to the library after his daughter

was born and needed books for bedtime stories. As an award-winning community television producer, Sandy covers politics and local events in Halton Region. Knowing the importance of the Library service, he volunteered to be a director of the Halton Hills Public Library Board. From there, he has extended his participation in the library world as a director of SOLS. Sandy is a member of the Georgetown Kinsmen Club and president of Halton Condominium Corporation #20.

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10. REMINDER ABOUT E-MAIL ADDRESSES AND OUR LISTSERV

Have you changed your email address recently and find you can no longer post to OLSLIB-L? Although you may still be getting posts with the old address, you must be subscribed with the address you are posting from in order to send. The SOLS' list server hosts 40 lists. With a total of 2,700+ subscribers! SOLS does not manually update most lists. With the exceptions of the SOLS' CEO's and INFO VDX announcement lists, it is up to subscribers to know what lists they joined and to update them.

This is the fastest, easiest way to change your email address (and other options) for all the lists you subscribe to on SOLS server with one simple operation.

To update the listserv information, follow these steps:

- a. Find the "lists.library.on.ca mailing list memberships reminder" email that you get on the first of each month from the list server. It will be "From" mailman-owner@lists.library.on.ca. However, we realize that you may have deleted it because you thought it was spam!
- b. Click on one of the list specific URL's in that message (any of them, if you subscribe to more than one) and use your unique password for that list to get to the configuration settings.
- c. Enter your new email addresses twice in the appropriate boxes.
- d. Put a tick in the "Change globally" box (to change your address for all lists that address is subscribed to on our server.)
- e. Click on the "Change My Address and Name" button.
- f. You will get a confirmation message sent to the new address. Either visit the web page as instructed, or reply with an email as instructed.

If the old email account is gone, simply go to the list home page at <http://lists.library.on.ca/mailman/listinfo> and subscribe the new address. Eventually, the list server will give up trying to deliver to a non-existent mailbox and automatically unsubscribe the old address.

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All issues of SIGNAL can be viewed online at <http://www.sols.org/librarydev/publications/Signal/index.htm>. However, if anyone would like to receive the e-mail version of this newsletter, please send a message to signal@sols.org. You can reach the editor of SIGNAL at: signal@sols.org or by telephone at 1-866-380-9767.

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